

Looking into your dispute



Utilities Disputes is here to help with questions or complaints about electricity, gas, water, or broadband installation on shared property. Our service is free, independent, and fair.

We check your dispute is one we can look into



We look into disputes about whether:

- a company has a right of access to a property to install broadband equipment
- an affected person's objections to the right of access are valid
- a company has done what it should when using a right of access.



We cannot look into disputes about:

- delayed installations
- the conduct of a telecommunications retailer
- the speed of your internet
- customer service.

If we are not going to look into your dispute, we will tell you why. We will also tell you about other choices you may have for dealing with your dispute.

We investigate your dispute



We will ask you to send us information to support the dispute. We will share any information we receive with all parties to the dispute. You do not have to give the information we request, but not giving information may be grounds to stop the investigation, or the Commissioner may make a decision on the information available.

We may facilitate a meeting between the parties to discuss the dispute, usually over the phone. This is an opportunity to resolve the dispute between the parties.

The Commissioner can make a determination

If the dispute is not resolved after facilitation, the Commissioner will make a determination.

This involves:

- seeking submissions from each party on their views (this may be over the phone or in writing)
- seeking further information necessary for the Commissioner to make a determination.

First, the Commissioner will issue a preliminary decision. All parties to the dispute will have an opportunity to comment on the preliminary decision. We share the comments with all parties.

The Commissioner will then issue a determination.

The determination is binding on all parties. The affected person may appeal by lodging an appeal with the district court.



Get in touch. Our service is free, independent, and fair.

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